Computer Security Survey (CSS) Workshop

Questionnaire Content and Data Collection Strategies

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Agenda

- Proposed computer security survey

- Collection strategies

- Response issues

Background

- In July 2001 BJS approached the Census Bureau about collecting data on computer-related crime.

- Survey complements Census Bureau's existing e-business programs.

- Because of data collection concerns, decided to conduct a pilot survey before conducting a full-scale survey.

What's Been Done

- Oct 2001 Work begins

- Dec 2001 – Apr 2002
  - met with interested organizations and groups
  - draft report form
  - 39 cognitive interviews -- identified problems and reporting issues
  - revise report form

What's Changed on the Questionnaire

- Dropped segmental reporting

- Changed respondent contact from CIO to person on Business Register

- Addressed several sensitivities

- Dropped "total question" on the form

- Broadened monetary loss to include cost of recovery, legal and investigative costs

- Added a more specific loss/expense question under each incident question

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What's Next

April	Workshop
May	Cognitive Interviews
	Finalize forms
	Select sample of 500 companies
June	Mail pilot
Sept.-Dec.	Pilot evaluation
Jan. 2003	Census Bureau Evaluation Report and Feasibility Assessment to BJS
Aug.	If pilot positive, full scale date collection begins

Report Form

Six sections on form

- **Computer Security Concerns**

  - top 3 concerns

- **Computer Infrastructure and Security**

  - check boxes

- **Unlicensed Copying or Use of Software**

  - lost revenue estimate

- **Types of Computer Security Incident**

  - 6 specific types and "other"

  - number of incidents

  - total monetary loss

  - specific dollar loss

- **Most Important Incident**

  - check boxes

- **Company Information**

Collection Strategies

Who to mail form to?

Originally -- CIO, CTO, Chief Security Officer

- not familiar with Census forms

Now -- use normal contact name/address: accountant

- familiar with Census Bureau surveys
- little cyber crime expertise

Others:??

Should we suggest who may be able to help complete form in letter or on form?

How to Get Businesses to Complete and Return Form

Challenges
- Sensitive subject matter
- Concerns about FOIA/data sharing
- Response is voluntary

Possible Facilitators
- Directly address FOIA and data sharing concerns
- Emphasize what's in it for the company
- Highlight top 5 metrics from survey results
- Endorsements -- who??

Other Ideas???

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Reporting Issues

- Reporting monetary loss
  - Who in the company would estimate?
  - Instructions clear? Suggested method?
  - Will companies understand difference between 7C and 7D, for example?
  - Alternative ways to collect loss data?
  - How will we know if estimates are reasonable?

Form Content

Did we miss something important?

Send comments and suggestions to:

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